



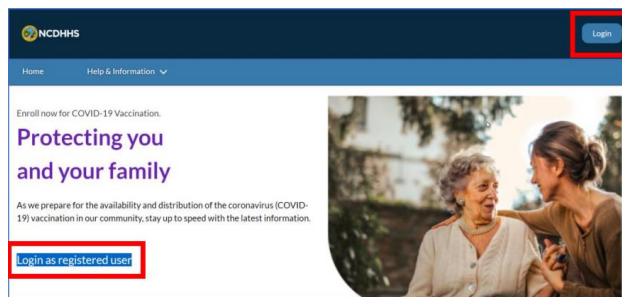
Mecklenburg County Public Health COVID-19 Vaccine Record Information

Do you need proof or a record of your COVID-19 Vaccine?

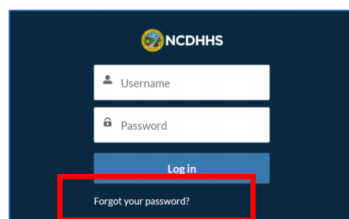
1. View your vaccine record, which includes your proof of vaccination on the COVID-19 Vaccine Management System (CVMS) Recipient Portal: <https://covid-vaccine-portal.ncdhhs.gov>
2. Visit the Mecklenburg County Health Department Medical Records Office from 8 am and 5 pm from Monday to Friday.
 - a. Proof of identification will be required.
 - b. Release of Information Form will need to be completed.
 - c. COVID-19 screening and mask requirements are in effect.
 - d. Office Locations:
 - i. Southeast location: 249 Billingsley Road, Charlotte, NC 28211
 - ii. Northwest location: 2845 Beatties Ford Road, Charlotte, NC 28216

Viewing your Vaccine Record on the COVID-19 Vaccine Management System (CVMS) Portal

1. Your CVMS Recipient Portal Username is unique. It will have **.covid19vaccine** added to the end of the email address that was provided when you registered for your appointment.
2. You can find your CVMS Recipient Portal Username in the CVMS Recipient Portal Welcome Email, or you can follow the example below if you do not have that email.
 - a. For example: If your email is johndoe@gmail.com, your CVMS Recipient Portal Username is johndoe@gmail.com.covid19vaccine. If your email is jane.doe@firefox.com, your CVMS Recipient Portal Username is jane.doe@firefox.com.covid19vaccine.
 - b. Use the following recommended browsers: Chrome, Firefox, or Safari.
3. The welcome email will come from **Vaccine Management System** nccvms@dhhs.nc.gov with the subject line: **Welcome to the North Carolina COVID-19 Vaccine Portal**
 - a. The email contains a link to set up your password.
 - b. If you forget your password, you can reset your password by going to the CVMS Recipient Portal <https://covid-vaccine-portal.ncdhhs.gov/>. Click Login as registered user or Login.



- c. Click Forget your password?





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- d. Enter your CVMS Recipient Portal Username and click on Reset Password.

- e. Check your email inbox for an email from CVMS Recipient Portal with a link to Reset your password.
4. Once you have successfully logged into the CVMS portal, you can select **MyDashboard** to view your **Vaccine Record**.

5. Reasons as to why you may not have received a welcome email:
- a. You did not provide an email address on your form during your vaccination appointment.
 - b. Your email address was used for multiple profiles (example: spouses who share one email)
 - c. Your email address was incorrectly entered into the CVMS portal.
 - Please send an email to MeckCVMS@mecknc.gov to verify if an email address was entered in your profile.
 - d. If we cannot validate the email address, you will need to come to the Medical Records Office to request your proof. During this time, a request to enter your email address into the CVMS system can be made.
6. If you have further questions about the CVMS Recipient Portal, you may also call the COVID-19 vaccine help center at (888) 675-4567, Monday through Friday from 7 am to 7 pm and on Saturday and Sunday from 8 am to 4 pm. NCDHHS Username and Password Job Aide: <https://covid19.ncdhhs.gov/media/2280/download>.